Setup Guide

BlackBerry Connect™ for the Palm® Treo™ Smartphone

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BlackBerry Connect™ for the Palm® Treo™ 650 smartphone integrates the Calendar and VersaMail® applications on your smartphone with your corporate BlackBerry Enterprise Server™.

With BlackBerry Connect™, email messages and Calendar events are pushed from the server to your smartphone. Likewise, any messages you send or events you create are pushed to the server.

Overview

BlackBerry Connect™ offers the following features:

Push email, Calendar events and meeting invitations   BlackBerry Enterprise Server™ pushes messages, events and invitations it receives onto your smartphone. Likewise, when you compose an email message, enter an event in Calendar, or reply to a meeting invitation on your smartphone, the new entry is pushed to the server. See "Your Inbox" in the BlackBerry Connect™ *User Guide* for details.

Wireless reconciliation   When you delete or change an email message or event on your smartphone, the change is reconciled to (updated on) the server and your desktop. See "Your Inbox" in the BlackBerry Connect™ *User Guide* for details.

Remote Address Lookup   When addressing an email message, you can search for and retrieve email addresses on your corporate Exchange or Domino server. See "Remote Address Lookup" in the BlackBerry Connect™ *User Guide* for details.

Attachment viewing   You can view downloaded attachments either in an application that came with your smartphone or in BlackBerry® Attachment Viewer. See "Viewing attachments" in the BlackBerry Connect™ *User Guide* for details.

BlackBerry Connect™ preferences   BlackBerry Connect™ contains account-specific preferences that allow you to customise your experience. See "BlackBerry Connect™ preferences" in the BlackBerry Connect™ *User Guide* for details.

What do I need to get started?

[*] NOTE　If you have a Microsoft Exchange ActiveSync account in VersaMail, you are prompted to delete it during BlackBerry Connect™ account setup. For information on deleting an email account in VersaMail, see the VersaMail *User Guide,* a PDF file available for download from the same website from which you downloaded the BlackBerry Connect™ software.

Computer system requirements

• Windows 2000 or Windows XP operating system.

• 30MB available hard disk space.

• Outlook 2003 or Lotus Notes 6.5 set as the default mail client on your computer.

• Palm® Desktop software that came with your smartphone installed, and at least one synchronisation of your smartphone and your computer completed.

Smartphone requirements

• 4MB available memory space. If you don't have enough memory, delete some applications—for example, other email applications, or games or other applications you may not use frequently.

• Latest smartphone software from your wireless carrier installed and running. To obtain the latest software, go to **http://www.palm.com/us/support/downloads/treo650updater/**.

Network and server requirements

• An account on your company's BlackBerry Enterprise Server™. Check with your IT administrator if you're not sure if you have an account.

• A BlackBerry® data plan with your wireless carrier. To sign up for this type of plan, contact your carrier's customer service department

• An active connection between your computer and your company's network during the installation process.

Setup Instructions

Here are the three steps required to set up your computer to work with BlackBerry Connect™ for the Palm® Treo™ 650 smartphone:

• Step 1: Install updated Palm software, including current versions of the VersaMail® application and Calendar.

• Step 2: Install the BlackBerry Connect™ desktop application.

• Step 3: Set up the BlackBerry® service to work with Calendar and VersaMail on your smartphone.

[*] NOTE   For troubleshooting tips on problems that occur at any point during or after the installation process, see **I went through the installation procedure, but I am not receiving any email messages on my smartphone.**

Before you begin

• Make sure that your computer, your smartphone, and the network meet the requirements described in **What do I need to get started?** before installing BlackBerry Connect™.

• Make sure you know which email system your company uses: Microsoft Exchange® or Lotus Domino.

• Synchronise your smartphone with your computer to make sure that all your Calendar events are current on your computer and can be retrieved by the server. When you install BlackBerry Connect™, all events are purged from your smartphone. When you synchronise after installation, all events on the server are sent to your smartphone.

During the first part of installation, the following software is installed:

• An updated version of the VersaMail application

• Updated versions of the personal information management (PIM) applications, including Calendar

• Required security applications

• Components necessary for the software to work with your BlackBerry Enterprise Server™

Key Term
Personal information management (PIM) applications Software that helps you organise your personal information, including the Contacts, Calendar, Tasks, and Memos applications.

✱ **Tip**

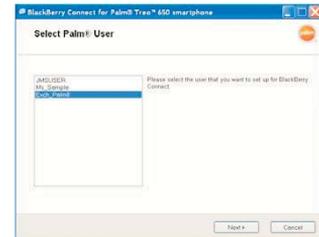# Step 1: Install the updated Palm software

1   Download the BlackBerry Connect™ software. Double-click the BBInstaller.exe icon on your computer desktop.

2   On the Welcome screen, click Next.

3   Select your username from the list, and then click Next.

4   Select the option to accept the license agreement. The installation process begins.

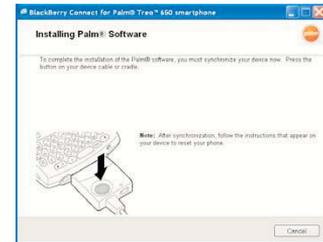**5**   Connect your computer and your smartphone to the USB sync cable.

↘ **Continued**

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6 Synchronise to install the updated software on your smartphone. Press the sync button on the USB cable. In the dialog box that appears on your computer, click the Select an existing user account button, select your username, and then click OK.


7 When prompted, select the Reset button on your smartphone screen.

[!] IMPORTANT **Installation is not finished! Please be patient. After you complete installation of updated Palm software, there may be a delay of a few minutes before your computer displays the screen for the second part of installation, in which you install the BlackBerry Connect™ desktop application.**

Step 2: Install the BlackBerry Connect™ desktop application

1 On the Congratulations! screen, click Next. A Prepare to Install screen appears and the desktop application installation process begins.
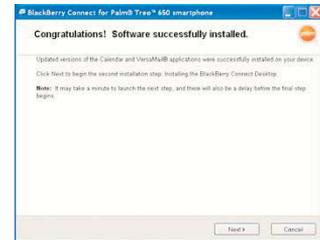
2 On the Welcome screen, click Next.

3 On the Country or Region Selection screen, keep the default setting of USA (English). Click Next.

4 Select the option to accept the End User License Agreement, and then click Next.
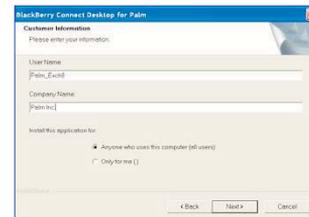
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✳ **Tip**
You do not need to enter anything on the Choose Destination Location screen.

✳ **Tip**
Leave the screen in step 7 open if you need to go ask your system administrator which email system your company uses. If you click Cancel, you'll need to run setup again from the beginning.

5 On the Customer Information screen, enter a username and your company's name. Keep the default Anyone who uses this computer setting. Click Next.
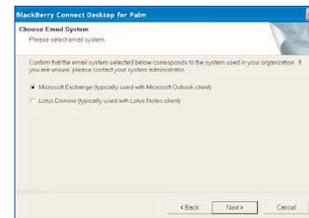

6 Click Next on the Choose Destination Location screen.

7 Select your company's email system—either Microsoft Exchange® or Lotus Domino—and then click Next.

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8 Click Yes to place a shortcut to BlackBerry Connect™ Desktop on your computer desktop.

9 Click Finish.

[!] IMPORTANT   Installation is not finished! Please be patient. After you complete installation of the BlackBerry Connect™ desktop application, there may be a delay of a few minutes before your computer displays the screen for the third part of installation, in which you set up the BlackBerry® service.

✛ **Did You Know?**
When you finish BlackBerry® service setup, an entry is added to the Start > Programs menu named Set up BlackBerry Connect™. If you complete the installation process but your BlackBerry Connect™ account isn't successfully set up, you can select this entry to try account setup again.

Step 3: Set up the BlackBerry® service

1   Make sure that the phone on your smartphone is turned on and is within a coverage area, as indicated by a tower icon with signal-strength bars 📶 at the top of your smartphone screen.

2   When the Complete BlackBerry Connect™ Setup screen appears on your computer, press the sync button on the USB sync cable.

[!] IMPORTANT   Do not close the screen on your desktop during BlackBerry® service setup. If you do, installation might not complete successfully.
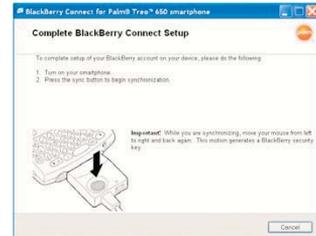
3   During synchronisation, wiggle the mouse from side to side a few times to generate a random security key.

↘ **Continued**

4   When asked whether you would like to proceed and upload your desktop calendar to your device, click Yes.

[!] IMPORTANT   You must click Yes in order for server push of Calendar events to work correctly.

5   On the Congratulations! screen, click Done.

∠ **Done**

The BlackBerry® service is now set up on your smartphone. Press the Messaging button ⊘ on your smartphone to open your BlackBerry Connect™ account Inbox. See the BlackBerry Connect™ *User Guide* for information on using the application.

Common Questions

I do not know what my default mail client is.

To check your default mail client and change it if needed, follow these steps:

1. For Windows 2000 and Windows XP (Classic View), in the Control Panel, click Internet Options. For Windows XP (Category View), in the Control Panel, click Network and Internet Connections, and then click Internet Options.
2. Click the Programs tab.
3. The E-mail option displays the default email client. If you need to change this, click the box and select the correct client.
4. Click OK.

I need to delete applications to increase the memory on my smartphone.

1. Go to Applications ✐ .
2. Open the menus ✐.
3. Select Delete on the App menu.
4. Select the Delete From pick list and select Phone.
5. Select the application that you want to remove.
6. Select Delete.

I need to turn my phone on.

Turning on the phone is different from waking up the screen on your smartphone. If the phone is on, a tower icon 📶 appears at the top of your smartphone screen. If this icon does not appear, you need to turn on the phone, as follows:

1. If your smartphone screen is dimmed, briefly press Power/End to wake up the screen.
2. If you see a Keyguard alert, press Center on the 5-way navigator to turn off Keyguard.
3. Press and hold Power/End to turn on the phone.

I went through the installation procedure, but I am not receiving any email messages on my smartphone.

• If you have not received any email since you set up your BlackBerry Connect™ account, note that this account does not push any old email messages to your smartphone; only new messages existing on the BlackBerry Enterprise Server™ are pushed. Try sending a message to your BlackBerry Connect™ account to test whether the account is receiving messages.

• Make sure the phone on your smartphone is turned on, and that you have a good data connection to your wireless carrier's network.

• Make sure that the BlackBerry® service is turned on.

• Check with your IT administrator to make sure that you have an account on your company's BlackBerry Enterprise Server™.

• If you recently established a data plan with your wireless carrier, note that it can take a day or longer for the plan to be activated. Check with your wireless carrier to see if your data plan is active.

• If you cannot fix the problem by following the steps above, try to set up the BlackBerry Connect™ account again. On your computer, select Start, navigate to Programs, navigate to the Palm® program group, and then select Set up BlackBerry Connect™. Repeat the installation steps and then try sending or receiving email messages again.